

NEW WORKFIRST CASELOAD MANAGEMENT REPORT

Updated: April 21, 2003

Questions? Pls. Contact your Regional WorkFirst Coordinator

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INTRODUCTION

Report Title: Caseload Management Report

Description:

This report lists unduplicated TANF adult clients (in a hierarchical order by category for the reporting month) excluding exempt, CA clients. The categories in hierarchy order are:

- No components/work list
- RB (referred back from ESD)
- PR (Processing referral back on non-participating clients)
- RX (Attention needed on WPLEX referral
- Overdue RI (7 day referral to ESD Job Search
- Overdue Components List (Excludes RB, RX, RI, and PR)
- Contractor/Client Issues and Contractor Assigned, No Referral Date
- Clients in Part-time activities
- Clients with TWEP and Extension Analysis Due, equal or greater than 58 months on TANF
- Clients Post-60 Months with TWEP
- Activity End Preview Section, Daily

TANF adult's characteristics:

- TANF Program Types: F, P, 6, 7, C, R
- Fin Resp = RE or RC
- Fin Resp = PN (for these reports only: RB, RX, Overdue RI, Contractor/Client Issues and Contractors Assigned, No Referral Date)
- HOH Code = AS, AU, GP, HO, SE, SP, OP, OT, OU, UP

Each client's JAS ID has a hyperlink to the case so that the workers can electronically update the case record while viewing the report. Reports with contractor ID links are also available in the Contractor/Client Issues and Contractor Assigned, No Referral date so that the workers can immediately go to the client's data on the report.

This report is available on a CSO, Case Manager, or Social Worker view. The Case Manager and Social Worker data are derived from the e-JAS Demographics screen.

Frequency: Daily (8 AM)

Real-time

Where: WorkFirst Reports/WFR link from e-JAS Home Page

Users: DSHS Community Services Division staff

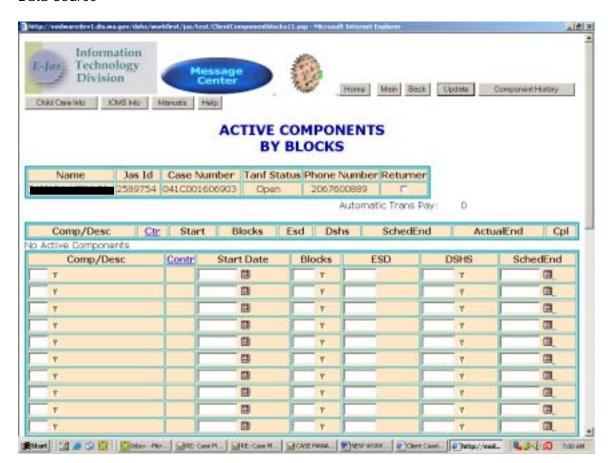
I. MAJOR SECTIONS OF THE REPORT:

A. Clients With No Components/Activities

Hide List		Clients with no components/ activities							
Jas ID	Worker ID	I Client Name							
<u>3040453</u>	058CSO								
<u>3015951</u>	058CSO								

- This section displays all open TANF cases with no component.
- This section is sorted alphabetically.

Data Source



Tips

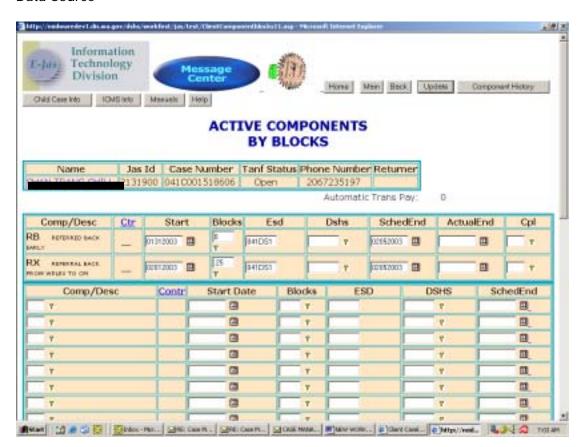
- 1. On the Caseload Management Report, click the client's JAS ID.
- 2. Click Component/IRP Information link on the client's main screen.
- 3. On the Active Components screen, assign a component and complete the other mandatory fields. Update the IRP if needed.
- 4. Click Update. Document the case action in the appropriate note type.

B. Clients Referred Back from ESD

Hide List	Clients referred back from ESD								
Jas ID	Worker ID	Client Name	Comp	Start Date	Other Components	Other Lists			
242593	058GRO		RB	02/25/2003	SA				
<u>2364996</u>	058SLW		RB	03/05/2003	PS				
3070058	058CSO	ТІМОТНҮ	RB	03/07/2003		RZ: Overdue component XH: Overdue component			

- This section displays all open or pending TANF cases with an RB component, including overdue RB's.
- This section is sorted in order of oldest scheduled start date at top of section ascending by alpha.
- This section displays the clients' other current components.

Data Source



Tips

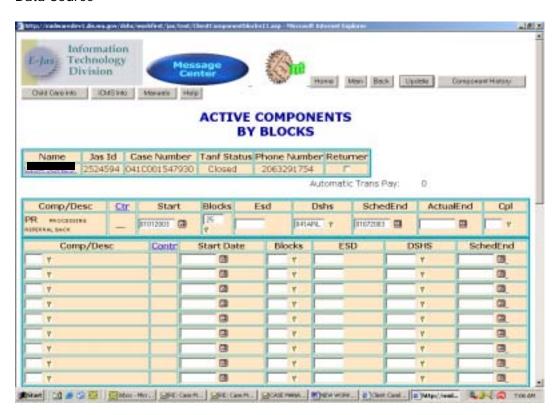
- 1. On the Caseload Management Report, click the client's JAS ID.
- 2. Click Component/IRP Information link on the client's main screen.
- 3. On the Active Components screen, update the component(s) and complete the other mandatory fields. Update IRP if needed
- 4. Click Update. Document the case action in the appropriate note type.

C. Processing Referral Back on Non-Participating Client

Hide List	Processing referral back on non-participating client									
Jas ID	Worker ID	Client	Comp	Start Date	Other Components	Other Lists				
3932191	058PAR		PR	02/23/2001						
4214829	058SIC		PR	04/04/2001	ХР					
<u>45266</u>	058JHA	SHEEL	PR	04/18/2001						

- This section displays all open or closed TANF cases with a PR component open for 11 or more days (good cause decision needed 10 days after sending 0085-01 letter).
- This section is sorted by the oldest PR start date at the top of section.
- This section includes any overdue PR.
- This section displays the clients' other current components.

Data Source



Tips

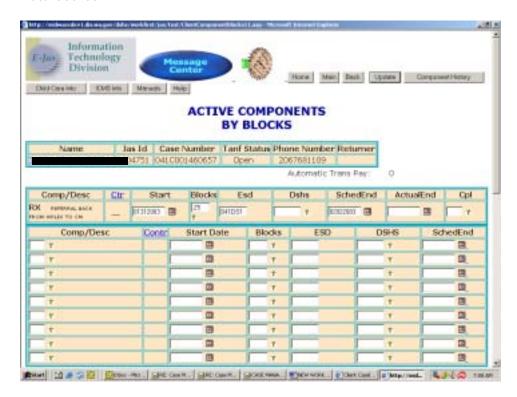
- 1. On the Caseload Management Report, click the client's JAS ID.
- 2. Click Component/IRP Information link on the client's main screen.
- 3. On the Active Components screen, update the component(s) and complete the other mandatory fields. Update the IRP if needed.
- 4. Click Update. Document the case action in the appropriate note type.

D. Attention Needed on WPLEX Referral

Hide List	Attention needed on WPLEX referral								
Jas ID	Worker ID	Client Name	Comp	Start Date	Other Components	Other Lists			
<u>186134</u>	058CSO		RX	08/11/2002	FT				
<u>166915</u>	058W58		RX	09/10/2002	FT XP				
4551022	058JDK		RX	09/13/2002		ES: No referral date FT: No referral date RS: No referral date			

- This section displays all open, pending and closed cases with an RX component.
- This section is sorted by the oldest start date at the top of the section.
- This section includes any overdue RX.
- This section displays the clients' other current components.

Data Source



Tips

- 1. On the Caseload Management Report, click the client's JAS ID.
- 2. Click Component/IRP Information link on the client's main screen.
- 3. On the Active Components screen, assign a component and complete the other mandatory fields. Update IRP if needed.
- 4. Click Update. Document case action in the appropriate note type.

E. Overdue RI Components

Hide List	Overdue RI components									
Jas ID	Worker ID	Client Name	Comp	Start Date	Other Components	Other Lists				
<u>2437881</u>	058DOU		RI	02/12/2003						
199947	058W07		RI	02/14/2003		PT: Overdue component Part Time Activities				
123981	058HEI		RI	02/28/2003		PP: No referral date Part Time Activities				

- This section displays all open or pending TANF cases with an overdue RI
- This section is sorted by the oldest start date at top of section
- This section displays the client's other current components and other critical sections of the report where the clients' participation characteristics maybe present.

Data Source



Tips

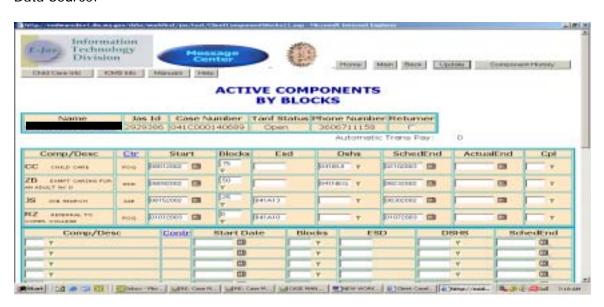
- 1. On the Caseload Management Report, click the client's JAS ID.
- 2. Click Component/IRP Information link on the client's main screen.
- 3. On the Active Components screen, assign a component and complete the other mandatory fields. Update IRP if needed.
- 4. Click Update. Document case action in the appropriate note type.

F. Overdue Components

Hide List	Overdue Components									
Jas ID	Worker ID	Client Name	Comp	Schd End Date	Other Components	Other Lists				
<u>2923494</u>	058DAA		HS	01/31/2002		Part Time Activities				
2923494	058DAA		RF	03/11/2002		Part Time Activities				
2172982	058CSO		XP	12/31/2002	VE	Part Time Activities				

- This section displays all open TANF cases with any overdue component/s (excluding RB, RX, RI and PR).
- This section is sorted by the oldest end date at top of section.
- This section displays the clients' other current components and other critical sections of the report where the clients' participation characteristics maybe present.

Data Source:



Tips

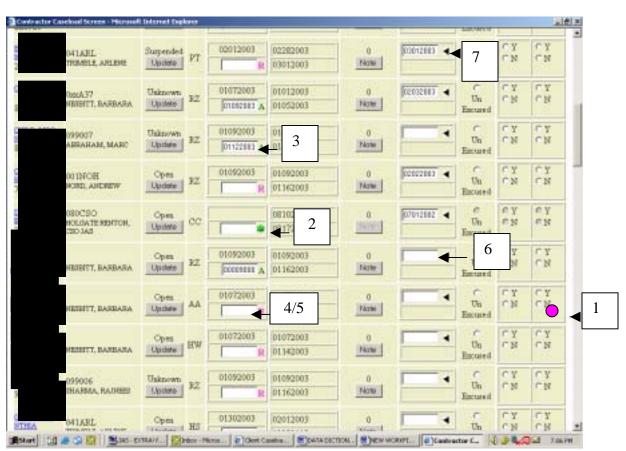
- 1. On the Caseload Management Report, click the client's JAS ID.
- 2. Click Component/IRP Information link on the client's main screen.
- 3. On the Active Components screen, assign a component and complete the other mandatory fields. Update IRP if needed.
- 4. Click Update. Document case action in the appropriate note type.

G. Contractor/Client Issues

Hide List	Contractor/Client Issues								
Jas ID	Worker ID	Client Name	Comp	Cntr	Issue	Other Lists			
<u>2524731</u>	058RCO		BE	1AC	Rejection dates	CJ: No first contact			
3468773	058DOU		BE	<u>3BB</u>	Rejection dates	CJ: No first contact PP: No referral date			
3900638	058SLW	N	Cl	1AC	No first contact				

- This section displays all open, pending and closed TANF cases with active contractors identified on any open component, and,
 - 1) Clients with "Magenta flags" on immediate, monthly non-participation, and monthly non-progress on Contractor Screen either current or previous months (see page 11), or,
 - 2) Clients with "Rejection Dates" on Contractor Screen (see page 11), or,
 - 3) Clients with over 10 days from "Accept Date" and without "First Contact Date" in Contractor Screen (see page 11), or,
 - 4) Clients except RJ or CJ with over 7 days from "Referral Date" and without "Rejected" or "Accepted" entered (see page 11), or,
 - 5) Client in RJ or CJ with over 14 days from referred date and without rejected or accepted entered (see page 11), or,
 - 6) Clients with no actual start date greater than 7 days from scheduled start date of report (see page 11) or,
 - 7) Clients with actual start date greater than 7 days from report date (See page 11)
- This section is sorted in alpha order within each issue type.
- This section displays any other current components and if the client would be on any other critical section

Data Source:



Sample Report: Report Date, December 20, 2002

Tips

- Clients with "Magenta flags" on immediate, monthly non-participation, and monthly non-progress on Contractor Screen
 - 1. On the Caseload Report screen, highlight and copy the client's JAS ID.
 - 2. Click the Contractor ID of the client.
 - 3. On the Contractor Caseload screen for the current month, paste the client's JAS ID on the JAS ID Search field and click Find.
 - 4. If the client is not found on the current month's active Contractor Caseload screen, click the Terminated Components Client List link.
 - 5. Click Edit on the Toolbar and enter the client's JAS ID on the Find What Field.
 - 6. Click Find Next.
 - 7. If the client is not on the Terminated Components Client List, click Back to go back to the current month's Contractor Caseload screen.
 - 8. Search for the client's JAS ID in previous month by entering the month and four-digit year on the Previous/Next Month's Caseload field.
 - 9. Click Go.
 - 10. Repeat steps 3 8 as needed or until the client's name appears.
 - 11. Click the magenta balls on the Unexcused, Monthly Part or Monthly Prog fields to resolve the issue.
 - 12. Complete the notes and click Continue with Note List.
 - 13. Update IRP if needed

Note: Repeat steps 11 and 12 to resolve each magenta ball.

- Clients with "Rejection Dates" on Contractor Screen
 - 1. On the Caseload Management Report, click the client's JAS ID.
 - 2. Click the Component/IRP Information link on the client's main screen.
 - 3. On the Active Components screen, click CTR.
 - 4. On the Contractor Data screen, enter the rejected Contractor's Actual End Date.
 - 5. Enter a new Contractor with scheduled start and scheduled end dates as needed
 - Click Back to go back to the Active Components screen. Update IRP if needed.
 - 7. Click Update on the Active Components screen. Document case record in appropriate note type.
- Clients with over 10 days from "Accept Date" and without "First Contact Date" in Contractor Screen
 - 1. Click the Message Center.
 - 2. Click New.
 - 3. On the To Field, enter the three-digit Contractor ID.

- 4. Enter the client's JAS ID on the JAS ID field.
- 5. Enter the following on the subject line: client's JAS ID, No First Contact Date.
- 6. Enter any additional message/requested action from the contractor on the message box.
- 7. Click Send.
- 8. Update IRP if needed and document the communication in the client's Notes.
- Clients except RJ, CJ, and PP with over 7 days from "Referral Date" and without "Rejected" or "Accepted" entered.
 - 1. Click the Message Center.
 - 2. Click New.
 - 3. On the To Field, enter the three-digit Contractor ID.
 - 4. Enter the client's JAS ID on the JAS ID field.
 - 5. Enter the following on the subject line: client's JAS ID, No Accept/Reject.
 - 6. Enter any additional message/requested action from the contractor on the message box.
 - 7. Click Send.
 - 8. Update the IRP if needed and document the communication in the client's Notes.
- Client in RJ or CJ with over 14 days from referred date and without rejected or accepted entered. (From Schedule Start Date)
 - 1. Click the Message Center.
 - 2. Click New.
 - 3. On the To Field, enter the three-digit Contractor ID.
 - 4. Enter the client's JAS ID on the JAS ID field.
 - 5. Enter the following on the subject line: client's JAS ID, No Accept/Reject.
 - 6. Enter any additional message/requested action from the contractor on the message box.
 - 7. Click Send.
 - 8. Update the IRP if needed and document the communication in the client's Notes.
- Clients in PP with over 3 days from referred date and without rejected or accepted date
 - 1. Click the Message Center.
 - 2. Click New.
 - 3. On the To Field, enter the three-digit Contractor ID.
 - 4. Enter the client's JAS ID on the JAS ID field.
 - 5. Enter the following on the subject line: client's JAS ID, No Accept/Reject.
 - 6. Enter any additional message/requested action from the contractor on the message box.
 - 7. Click Send.

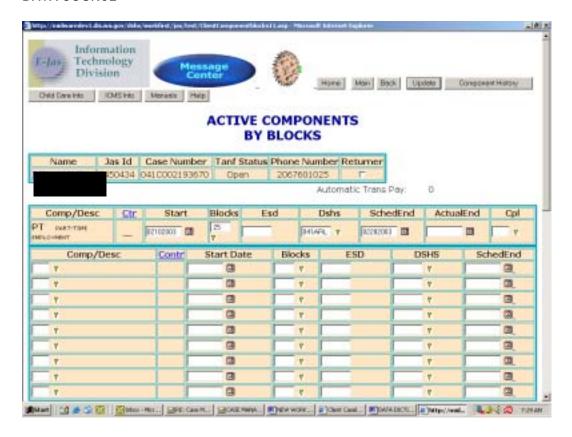
- 8. Update the IRP if needed and document the communication in the client's Notes.
- Clients with no actual start date greater than 7 days from scheduled start date of report
 - 1. Click the Message Center.
 - 2. Click New.
 - 3. On the To Field, enter the three-digit Contractor ID.
 - 4. Enter the client's JAS ID on the JAS ID field.
 - 5. Enter the following on the subject line: client's JAS ID, No Actual Start Date.
 - 6. Enter any additional message/requested action from the contractor on the message box.
 - 7. Click Send.
 - 8. Update the IRP if needed and document the communication in the client's Notes.
- Clients with actual start date greater than 7 days from report date
 - 1. Click the Message Center.
 - 2. Click New.
 - 3. On the To Field, enter the three-digit Contractor ID.
 - 4. Enter the client's JAS ID on the JAS ID field.
 - 5. Enter the following on the subject line: client's JAS ID, Actual Start Date Greater Than 7 Days from Report Date.
 - 6. Enter any additional message/requested action from the contractor on the message box.
 - 7. Click Send.
 - 8. Update the IRP if needed and document the communication in the client's Notes.

H. Clients in Part-time Activities

Hide List		Clients in Part-time activities									
Jas ID	Worker ID	Client Name Components		Other Lists							
<u>2641937</u>	058JET		PT SA								
4736907	058JET		PI XP PT								
229895	058JET		XM VE								
<u>42755</u>	058KAC		SA PT	Extension Analysis due							
<u>258722</u>	058KAC		BE XM								

- This section displays all open TANF cases in part-time activities excluding exempt clients (exempt = Z codes and/or CA on ACES WORK screen with child under 3 months).
- This section displays clients with part-time components based from the Client Accountability Report hierarchy, Part-time (LESS THAN 32 HRS PARTICIPATION COMBINED: BE, CC, ES, GE, HS, HW, JS, JT, OT, PT, VE, VU, WE, XS. Includes FT, HW, CJ, PE if less than 32 hrs.).
- This section is sorted alphabetically.
- This section displays all other components.

DATA SOURCE



Tips

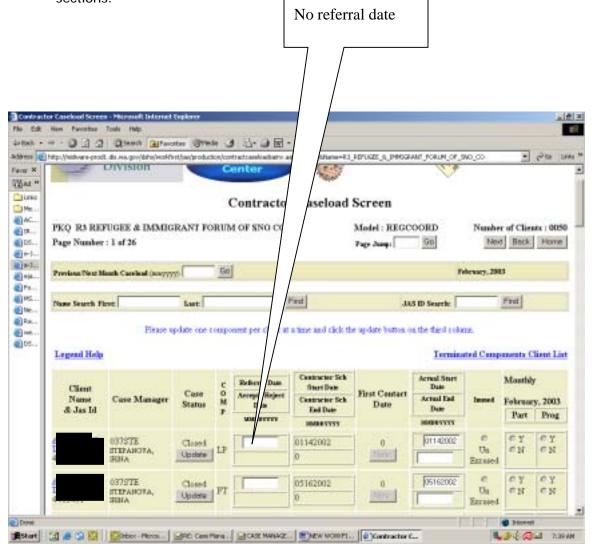
- 1. On the Caseload Management Report, click the client's JAS ID.
- 2. Click Component/IRP Information link on the client's main screen.
- 3. On the Active Components screen, update the component(s) and complete the other mandatory fields. Update the IRP if needed.
- 4. Click Update.
- 5. Document the case record in the appropriate note type.

I. Contractors Assigned, No Referral Date

Hide List		Contractors assigned, no referral date								
Jas ID	Worker ID	Comp	Cntr	Other Components	Other Lists					
2245564	058PES		PP	PTD	SA					
<u>259368</u>	058HAT		PE	<u>3BD</u>						

 This section displays all open, pending and closed TANF cases with active contractors identified on any open component and there is no referral date.

This section displays the clients' other current components and other critical sections.



Tips:

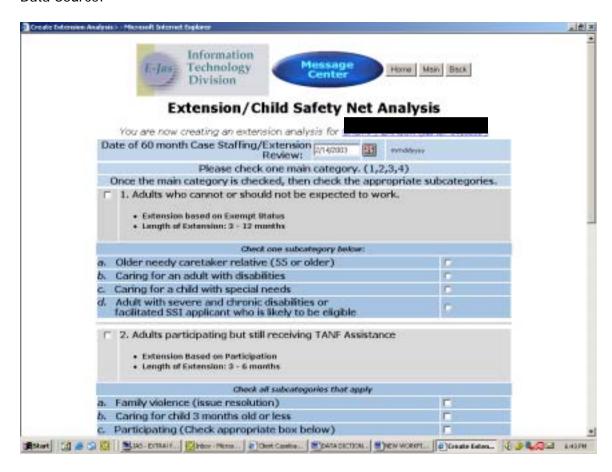
- 1. On the Caseload Report screen, highlight and copy the client's JAS ID.
- 2. Click the Contractor ID of the client.
- 3. On the Contractor Caseload screen for the current month, paste the client's JAS ID on the JAS ID Search field and click Find.
- 4. If the client is not found on the current month's active Contractor Caseload screen, click the Terminated Components Client List link.
- 5. Click Edit on the Toolbar and enter the client's JAS ID on the Find What Field.
- 6. Click Find Next.
- 7. If the client is not on the Terminated Components Client List, click Back to go back to the current month's Contractor Caseload screen.
- 8. Search for the client's JAS ID in previous month by entering the month and four-digit year on the Previous/Next Month's Caseload field.
- 9. Click Go.
- 10. Repeat steps 3 8 as needed or until the client's name appears.
- 11. Enter the client's Referral Date on the Referral Date field.
- 12. Click Update.

J. Clients with TWEP and Extension Analysis Due, equal to or greater than 58 months on TANF

Hide List	TWEP & Extension Analysis Due									
Jas ID	Worker ID	Client Name	Months TANF	(Components)		Other Lists				
90652	058DOU		065	ХВ	Extension Analysis due					
<u>216703</u>	058SLD		063	XP PI	Extension Analysis due					
<u>110507</u>	058STO		061	SA	Extension Analysis due					
108902	058LED		060	ZD	Extension Analysis due TWEP due					
48259	058SLD		060	PR SA	Extension Analysis due TWEP due					

- This section includes open TANF cases only without extension analysis in e-JAS or without completed TWEP in ACES.
- This section is sorted by descending order, greatest number of months on TANF on the top of list.
- This report displays the client's TANF counter and current components.

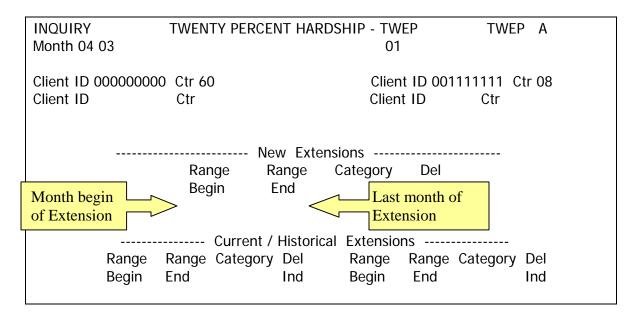
Data Source:



Tips

- On the Caseload Management Report, click the client's JAS ID.
- Click Case Staffing link on the client's main screen.
- Click "Click Here to Create an Extension Analysis."
- Complete the Extension/Child Safety Net Analysis tool.
- Click Save Extension Analysis.

ACES TWEP SCREEN

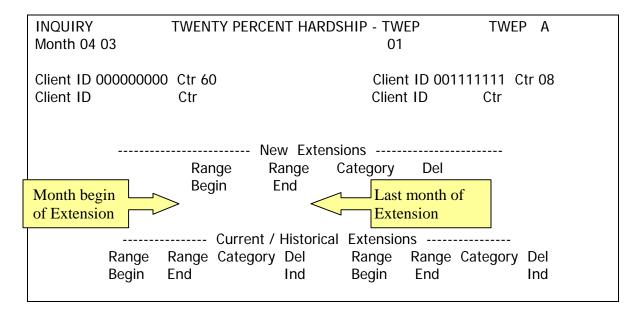


K. Post 60 Months, Extension Due

Hide List	Post 60 months, Extension due									
Jas ID	Worker ID	Client Name	End Date	Components	Issue	Other Lists				
<u>29740</u>	058GAL		04/01/2003	ХВ	TWEP expires <= 60 days					
209162	058SLD		05/01/2003	XM	TWEP expires <= 60 days					

- This section includes open TANF cases on 61 or more months.
- This section includes clients whose TWEP current range end date is within the next 60 days or has an overdue TWEP.
- This section is sorted by TWEP range end date from earliest to latest (ascending).

ACES TWEP SCREEN

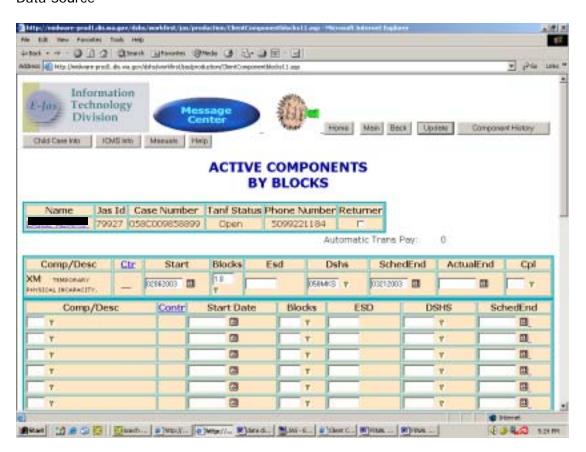


L. Activity End Preview Section, Daily

Hide List	Activity End Preview Section					
Jas ID	Worker ID	Client Name	Comp	Schd End Date	Other Components	Other Lists
<u>2283388</u>	058SLA	(JT	03/21/2003		
<u>79927</u>	058JET	A E	XM	03/21/2003		
4039588	058SLA	Ì	XM	03/21/2003		
<u>2816685</u>	058HEI	H C	XM	03/21/2003	XB	

- This section displays clients with components with scheduled end dates within 14 days of run date.
- This section is sorted by earliest to latest scheduled end date (lowest to highest).

Data Source

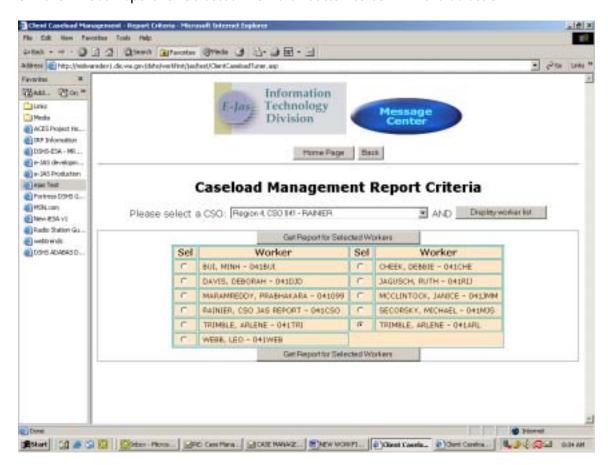


II. STEP-BY-STEP

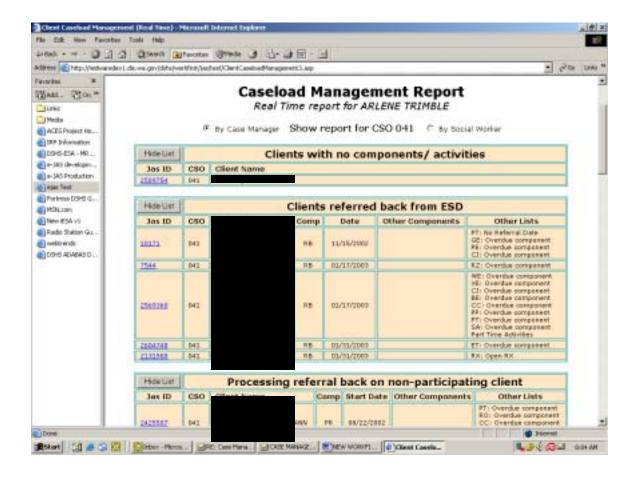
A. Caseload Management Report (Real-time)

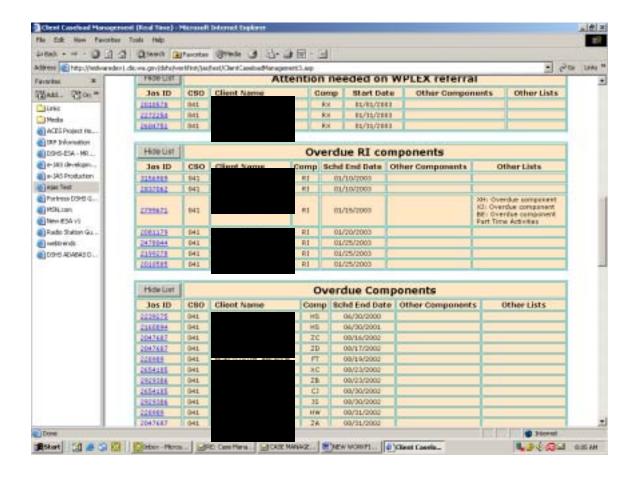
This report is available on a Case Manager or Social Worker level only.

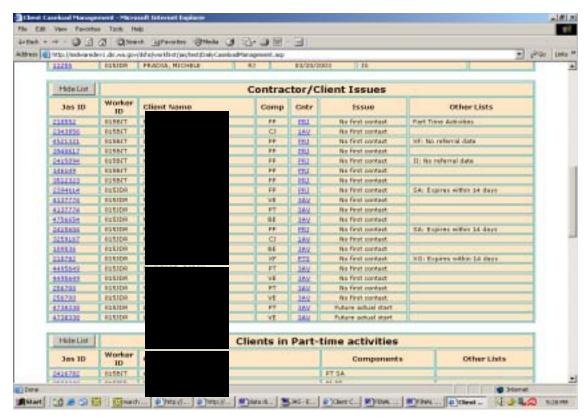
- 1. From your Home Page, click WorkFirst Report
- On the WorkFirst Report page, click Caseload Management Report (Real-time) to display the worker ID list for the CSO will be displayed. The user's worker ID will be auto-selected. Note: You may also select other worker's caseload from this page.
- 3. Click "Get Report for Selected Workers" button to confirm the selection.

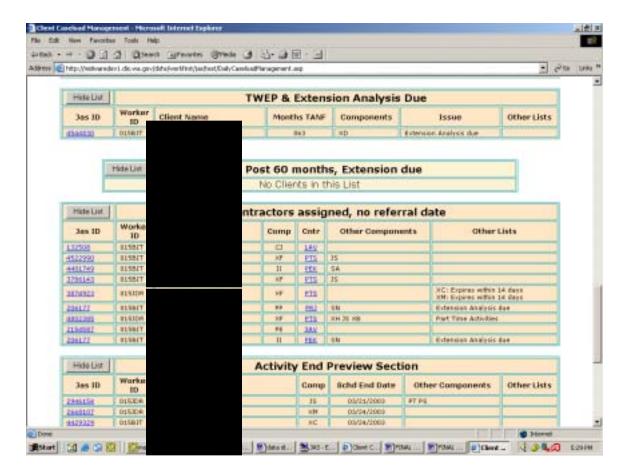


- 4. The real-time Caseload Management Report for the Case Manager level will be displayed.
- 5. Click the Social Worker button to display the Social Worker caseload.









Caseload Management Report (Real-time)

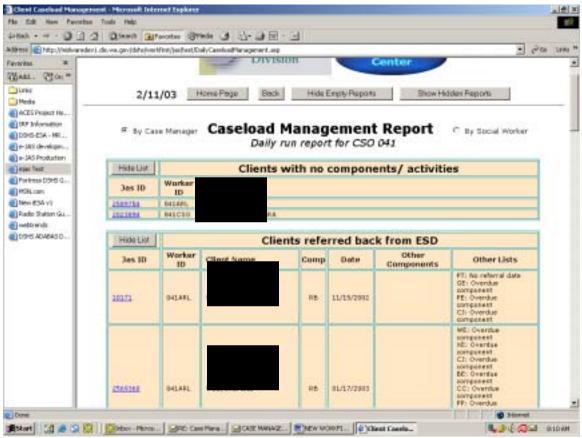
LEGEND:

- Hide Empty Reports: Hides all lists that have no client information.
- Show Hidden Reports: Re-displays all hidden lists.
- Hide List: Hides the selected list only.
- Show Report for CSO: Drop-down box for specific CSO selection if the worker has multiple CSO access.
- Social Worker: 7-digit User ID from the Demographics screen.
- Case Manager: 6-digit Worker ID from the Demographics screen.

B. WorkFirst Caseload Management Report (Daily)

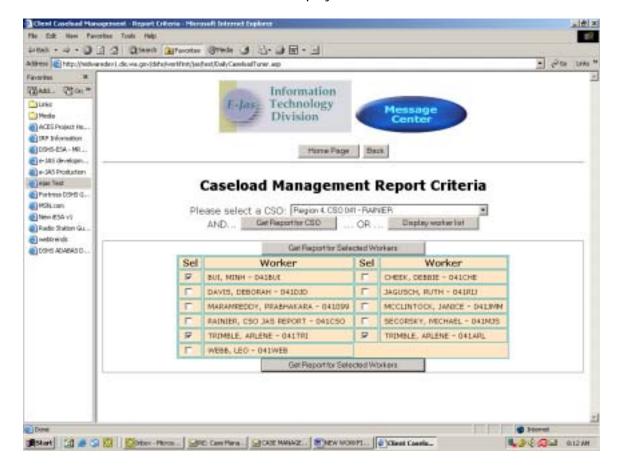
This report is available on a CSO, Case Manager, or Social Worker level.

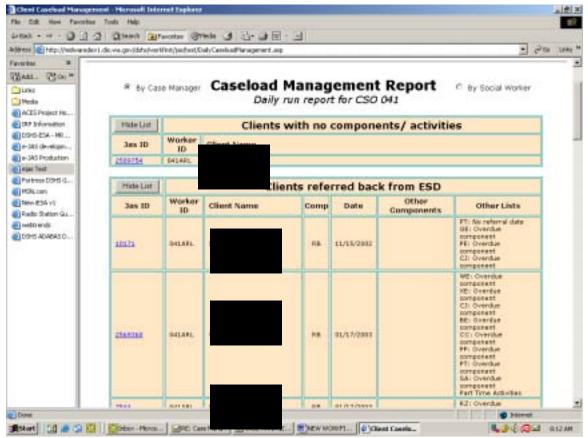
- 1. From your Home Page, click WorkFirst Report
- 2. On the WorkFirst Report page, click Daily Caseload Management Report to display the daily caseload report for the CSO or Case Manager.
- 3. Click the preferred selection: CSO report or Worker List.
- 4. For CSO level report, select the CSO and click the button, Get Report for CSO to display the client list for all workers in the CSO.



CSO Report

- 5. To view the CSO-level report by worker for the specific selected CSO, select the CSO, and click the button, Display Worker List.
- 6. Select the worker (s) and click the button, Get Reports for Selected Worker.
- 7. The Case Manager level report will be displayed.
- 8. Click the Social Worker button to display the Social Worker caseload.





Daily Caseload Management Report

LEGEND:

- Hide Empty Reports: Hides all lists that have no client information.
- Show Hidden Reports: Re-displays all hidden lists.
- Hide List: Hides the selected list.
- Show Report for CSO: Drop-down box for specific CSO selection if the worker has multiple CSO access.
- Social Worker: 7-digit User ID from the Demographics screen.
- Case Manager: 6-digit Worker ID from the Demographics screen.